

Request No 422818T

Name

Business Name HOMEFINDERS, INC.

**Consumer Information**

Name:

Business Name: HOMEFINDERS, INC.

Svc Address: 2176 WEST OAKLAND PARK BLVD.

APR - 8 2002

County: Broward Phone: (954)-735-5000

City/Zip: Fort Lauderdale / 33311-

Account Number:

Caller's Name: GEORGE GONZALEZ

Mailing Address: 2176 WEST OAKLAND PARK BLVD.

City/Zip: Fort Lauderdale ,FL 33311-

Can Be Reached: (305)-944-1920

E-Tracking Number:

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TL720

Company: BELL SOUTH TELECOMMUNICATIONS,

Attn. John Merlino 422818T

Response Needed From Company? Y

Date Due: 12/21/2001

Fax:

Interim Report Received: / /

Reply Received: 12/31/2001

Reply Received Timely/Late: L

Informal Conf.: N

**PSC Information**

Assigned To PENNY DAVIS

Entered By: PJD

Date: 12/06/2001

Time: 15:12

Via: PHONE

Prelim Type: ALEC/ILEC

PO:

Disputed Amt 0.00

Supantl Rpt Req'd:

Certified Letter Sent:

Certified Letter Rec'd:

Closed by: PJD

Date: 04/01/2002

Closeout Type: GI-24

Apparent Rule Violation: N

Mr. Juan Hernandez is an account executive with Florida Digital Network and is issuing this complaint on the be half of the customer. The customer signed for service with Florida Digital back in July. He has 10 lines cuurently and is partially porting over 9 lines to Florida Digital. bellSouth has an ADSL USOC on the Customer Service Record on the Main Telephone Number (954) 735-5000, thus not letting Florida Digital port the customer. The customer has ADSL on the fax line but not on the main line. Florida Digital and the customer have tried numerous occasions to lift the ADL11 USOC of the main line to no avail. The account was scheduled to port to florida Digital December 5, 2001. The customer would like to be ported to Florida Digital. Please investigate this matter and sign a written response by December 21, 2001 to Penelope J. Davis by fax (850) 413-6519 or Internet mail pdavis@psc.state.fl.us.

12/06- Received e-mail from BellSouth stating that it needs the PONs or order number in order to investigate this complaint. BellSouth can not find it in its system without them.

Request No. 422818T

Name

Business Name HOMEFINDERS, INC



01/23- Sent a letter to FDN asking for a update on the customer A response was requested by February 11 2002.

01/30- Received response from BellSouth. On November 15, 2001 the purchase order was sent to BellSouth and was clarified back to Florida Digital on November 19, 2001 with the statement that there was ADSL on this service and conversion is not allowed. On November 20, 2001, Version 1 was received from Florida Digital to cancel the PON. On November 27, 2001, a order was received from Florida Digital and was clarified back to Florida digital on November 28, 2001 with statement that there was ADSL on this service and conversion is not allowed. On December 5, 2001, version 1 was received from Florida Digital to cancel the order. BellSouth requires that ADSL be taken off of telephone numbers to be ported before a order will be accepted. A BellSouth Representative contacted the customer on January 30, 2001 and he advised that he was going to contact a representative with Florida Digital and return the call ASAP. The customer was aware that Florida Digital cannot process his local service switch until his FastAccess Service has been disconnected. The customer previously stated that he wanted to keep his FastAccess but is aware that it has to be disconnected temporarily so that Florida Digital can transfer his local service. The customer has not given BellSouth permission to disconnect his FastAccess service at this time. BellSouth is waiting for the customer's callback.

01/31- Received e-mail from Florida Digital. The BellSouth CSR still shows ADSL active on the acct as of today. One of FDN's acct reps actually talked to the customer today and advised him the same thing and is faxing him a copy of that CSR. Please get back with BellSouth and see when they anticipate removing this so that FDN might proceed. This order to convert the customer was entered in FDN's system on November 15, 2001 and has been on hold all this time because of BellSouth's inability to update their own CSR.

02/01- Will write BellSouth asking if it has heard back from the customer and did he give permission to disconnect the ADSL service. If so, when will the ADSL service be disconnected for the customer's lines? Due date will be February 15, 2002. Did not send, yet.

02/04- Called the customer. He stated that he did give permission to disconnect the ADSL service. A representative from BellSouth talked with the customer and stated that she would set up a conference call with the customer and FDN about which ADSL service to disconnect. The customer was informed that the ADSL service was showing on two lines. The conference call was suppose to clear questions the customer and FDN had about the lines. A FDN representative called the BellSouth representative and left messages. The BellSouth representative has not return her calls. The customer conferenced me in with the FDN representative and the BellSouth representative. We had to leave a message. Will wait until the end of week before calling the customer back. February 8, 2002.

02/22- Will write FDN a letter asking if the ADSL is still showing up on the customer's records and if the customer has been switched to FDN. A response will be due by March 8, 2002.

02/26- Received a response from BellSouth. On February 25, 2002, the order to remove the DSL service from the customer's line was completed. Florida Digital is aware that it can now send a PON to port this customer to Florida Digital.

03/06- Received response from FDN. It appears that as of March 1, 2002, the ADSL was finally removed from the customer's BellSouth record. The LSR was resent and clarified back to FDN because there are numbers the customer is leaving with BellSouth that have directory listings on them and we need to know what the customer wants done with those. A voice mail message was left for the customer on March 6, 2002 at 2:47p.m., for them to call FDN and let it know. So, the ADSL issue appears to be resolved, however the conversion will not take place NOW until the listing issues are resolved.

03/14- Will write FDN asking if the listing issues have been resolve and if the customer has been switch to the correct company. A response will be due April 3, 2002.

03/22- Received response from FDN. In response to your letter dated March 14, 2002, yes, all issues resolved customer installed as of March 20, 2002.

04/01- Called the customer to verify the service was switched. he said that he is up and running. With the information above, I will close this complaint.

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

Public Service Commission

April 3 2002

Mr. George Gonzalez  
Homefinders, Inc.  
2176 West Oakland Park Blvd.  
Fort Lauderdale, FL 33311

RE: Complaint against BellSouth Telecommunications, Inc. and Florida Digital Network, Inc.

Dear Mr. Gonzalez:

I have investigated your complaint concerning the switching of your service from BellSouth to Florida Digital. On November 15, 2001, Florida Digital sent an order to BellSouth to switch your service. BellSouth rejected the order and sent it back to Florida Digital on November 19, 2001. The reason for the rejection was due to the fact that ADSL service was being provided on one of your lines that was being switched to Florida Digital. BellSouth requires that ADSL service be removed from the telephone lines to be switched before an order will be accepted. On November 20, 2001, Florida Digital canceled the order with BellSouth.

Bell South's records were still showing active ADSL service on two lines instead of the one line that was to stay with BellSouth. On February 25, 2002, the order to remove the ADSL service from your line was completed. On March 1, 2002, Florida Digital sent an order to BellSouth to switch your service. This order was rejected due to directory listing issues.

By March 20, 2002, all the issues were resolved and your service was switched to Florida Digital. Since your service has now been switched to Florida Digital, I will close this complaint. Should you have any further problems or questions concerning this matter, please contact me directly at (850) 413-6518 or fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script, appearing to read "Penelope J. Davis".

Penelope J. Davis  
Engineer/ Bureau of Service Quality

cc: Cheryl Bulecza-Banks  
File: CATS: 422818T

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

Public Service Commission

April 1, 2002

Mr. George Gonzalez  
Homefinders, Inc.  
2176 West Oakland Park Blvd.  
Fort Lauderdale, FL 33311

RE: Complaint against BellSouth Telecommunications, Inc. and Florida Digital Network, Inc.

Dear Mr. Gonzalez:

I have investigated your complaint concerning the switching of your service from BellSouth to Florida Digital. On November 15, 2001, Florida Digital sent an order to BellSouth to switch your service. BellSouth rejected the order and sent it back to Florida Digital on November 19, 2001. The reason for the reject was due to the fact that ADSL service was on one of your lines that was being switched to Florida Digital. BellSouth requires that ADSL service be taken off the telephone lines to be switched before an order will be accepted. On November 20, 2001, Florida Digital canceled the order with BellSouth. *rejection*

Florida Digital tried four different times to send the order, but each time the order was rejected because the ADSL service was still showing to be active on one of your lines. Florida Digital found that your Customer Service Record from BellSouth was showing ADSL service on two lines instead of the one line that was to stay with BellSouth. On February 25, 2002, the order to remove the ADSL service from your line was completed. On March 1, 2002, Florida Digital sent an order to BellSouth to switch your service. This order was rejected due to directory listing issues. *being provided removal from*  
*Bell South's records were still showing active*

By March 20, 2002, all the issues were resolved and your service was switched to Florida Digital. Since your service has now been switched to Florida Digital, I will close this complaint. Should you have any further problems or questions concerning this matter, please contact me directly at (850) 413-6518 or fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us).

Sincerely,

*Why so long before ADSL removed? Did customer request removal?*  
*Penney Davis*

Penelope J. Davis  
Engineer/ Bureau of Service Quality

File: CATS: 422818T

## Penny Davis

---

From: Lenny Hall [lhall@floridadigital.net]  
Sent: Friday, March 22, 2002 10:10 AM  
To: 'pdavis@psc.state.fl.us'  
Subject: RE: HOMEFINDERS, CAT 422818T

In response to your letter dated 3-14-02, yes, all issues resolved customer installed as of 3-20-02.

Lenny Hall  
Senior Manager-Shared Resources Group  
Florida Digital Network  
407-835-0343

-----Original Message-----

From: Lenny Hall  
Sent: Wednesday, March 06, 2002 2:53 PM  
To: 'pdavis@psc.state.fl.us'  
Subject: HOMEFINDERS, CAT 422818T

It appears that as of 3-1-02 the ADSL was finally removed from the customer's BellSouth record. The LSR was resent and clarified back to us because there are nbrs the customer is leaving with Bell that have directory listings on them and we need to know what the customer wants done with those. A voicemail msg was left for the customer 3-6-02 @ 247pm, for them to call us and let us know.

So, the ADSL issue appears to be resolved, however the conversion will not take place NOW until the listing issues are resolved

Lenny Hall  
Senior Manager-Shared Resources Group  
Florida Digital Network  
407-835-0343

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

Public Service Commission

March 14, 2002

Ms. Lenny Hall  
Senior Manager - Shared Resources Group  
Florida Digital Network, Inc.  
390 North Orange Avenue  
Suite 2000  
Orlando, FL 32801

Via Facsimile  
(407) 835-0309

RE: 422818T, Homefinders, Inc., George Gonzalez

Dear Ms. Hall:

I received your company's response to this complaint dated March 6, 2002. In the response, you stated that the ADSL issue has been resolved but there is a new issue that is causing delays in the conversation of the customer's services. The issue listed is a problem with directory listings on certain numbers.

Has this issue been resolved? When will the customer's service be switched to your company?

Please respond to me no later than April 3, 2002 by fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us). If you have any questions, please call me at (850) 413-6518.

Sincerely,

A handwritten signature in cursive script that reads "Penelope J. Davis".

Penelope J. Davis  
Engineer/ Bureau of Service Quality

File: CATS: 422818T



TRANSMISSION VERIFICATION REPORT

TIME : 03/14/2002 15:45  
NAME :  
FAX :  
TEL :

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

03/14 15:44  
614078350309  
00:00:24  
01  
OK  
STANDARD  
EOM

## Penny Davis

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From: Couch, Virgil E (Eddie) - LGA [ecouch@att.com]  
Sent: Friday, March 15, 2002 1:50 PM  
To: 'Penny Davis'  
Subject: RE: 422818T Homefinders, Inc. George Gonzalez

3/14/2002 no problem

-----Original Message-----

From: Penny Davis [mailto:PDavis@PSC.STATE.FL.US]  
Sent: Friday, March 15, 2002 1:42 PM  
To: Couch, Virgil E (Eddie) - LGA  
Subject: RE: 422818T Homefinders, Inc. George Gonzalez

I'm sorry Eddie. That complaint is not yours. What is the date on the letter? I must have sent it to the company. Thanks.

-----Original Message-----

From: Couch, Virgil E (Eddie) - LGA [mailto:ecouch@att.com]  
Sent: Friday, March 15, 2002 1:39 PM  
To: 'pdavis@psc.state.fl.us'  
Subject: 422818T Homefinders, Inc. George Gonzalez

I received a request today in the mail from you regarding the above referenced complaint. I do not recognize the case. Can you please fax me the phone number and complaint so that I can track it down?

Thanks,

Eddie Couch  
Complaints Escalation Manager  
AT&T Law & Government Affairs  
1200 Peachtree Street # 8039  
Atlanta, GA 30309  
V- 404-810-8923  
F- 404-877-7671  
ecouch@att.com

## Penny Davis

---

**From:** Lenny Hall [lhall@floridadigital.net]  
**Sent:** Wednesday, March 06, 2002 2:53 PM  
**To:** 'pdavis@psc.state.fl.us'  
**Subject:** HOMEFINDERS, CAT 422818T

It appears that as of 3-1-02 the ADSL was finally removed from the customer's BellSouth record. The LSR was resent and clarified back to us because there are nbrs the customer is leaving with Bell that have directory listings on them and we need to know what the customer wants done with those. A voicemail msg was left for the customer 3-6-02 @ 247pm, for them to call us and let us know.

So, the ADSL issue appears to be resolved, however the conversion will not take place NOW until the listing issues are resolved.

Lenny Hall  
Senior Manager-Shared Resources Group  
Florida Digital Network  
407-835-0343

BellSouth Telecommunications, Inc.

**Regulatory Relations**

150 South Monroe Street

Suite 400

Tallahassee, FL 32301

nancy.sims@bellsouth.com

Nancy H. Sims

Director

850 222 1201

Fax 850 222 8640

February 26, 2002

2002 FEB 27 PM 4:51  
DIVISION OF  
COMPETITIVE SERVICES

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in final response to your inquiry of January 17, 2002 regarding the removal of ADSL service from the telephone line of Homefinders, Inc.

On February 25, 2002, the order to remove the DSL service from 954-735-5000 completed. Ms. Alpha Byrd with Florida Digital is aware she can now send a PON to port this customer to Florida Digital.

If you have any further questions, please do not hesitate to call.

Yours very truly,

  
Director - Regulatory Relations  
(22)



BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301  
  
nancy.sims@bellsouth.com

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 0640

February 26, 2002

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in final response to your inquiry of January 17, 2002 regarding the removal of ADSL service from the telephone line of Homefinders, Inc.

On February 25, 2002, the order to remove the DSL service from 954-735-5000 completed. Ms. Alpha Byrd with Florida Digital is aware she can now send a PON to port this customer to Florida Digital.

If you have any further questions, please do not hesitate to call.

Yours very truly,

A handwritten signature in cursive script that reads "Nancy H. Sims".  
Director - Regulatory Relations  
(22)

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

Public Service Commission

February 22, 2002

Ms. Lenny Hall  
Florida Digital Network, Inc.  
390 North Orange Avenue  
Suite 200  
Orlando, FL 32801-1642

Via Facsimile  
(407) 835-0309

RE: CATS: 422818T, Homefinders, Inc., George Gonzalez

Dear Ms. Hall:

Concerning this complaint, please send an update as to whether the ADSL is still showing up on the customer's records and whether the customer has been switched to Florida Digital. Please respond to me no later than March 8, 2002 by fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us). Thank you.

Sincerely,

*Penney Davis*

Penelope J. Davis  
Engineer/ Bureau of Service Quality

File: CATS: 422818T

00 00  
02  
OK  
STANDARD  
ECM

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY

STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

February 4, 2002

Ms. Nancy Sims  
Director - Regulatory Relations  
BellSouth Telecommunications, Inc.  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301-1556

*Have you called  
Mr. Gonzalez  
on this?  
nonfer  
pub.*

Via Facsimile  
(850) 222-8640

RE: CATS: 422818T, Homefinders, Inc., George Gonzalez

Dear Ms. Sims:

Staff received your company's response concerning this complaint. In the response dated January 30, 2002, you mentioned that BellSouth does not have permission to disconnect the ADSL service from the customer's line. Has BellSouth heard back from the customer and did he give permission to disconnect the ADSL service, yet? If so, when will the ADSL service be disconnected from the customer's lines so Florida Digital can send in its order to switch the customer?

Please respond to me no later than February 18, 2002 by fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us). If you have any questions, please call me at (850) 413-6518.

Sincerely,

A handwritten signature in cursive script that reads "Penelope J. Davis".

Penelope J. Davis  
Engineer/ Bureau of Service Quality

File: CATS: 422818T



Penny Davis

---

From: Angie Hashisho  
Sent: Thursday, January 31, 2002 12:31 PM  
To: Penny Davis  
Subject: FW: HOMEFINDERS, CAT #422818T

Company response.

Angie

-----Original Message-----

From: Lenny Hall [mailto:lhall@floridadigital.net]  
Sent: Thursday, January 31, 2002 12:22 PM  
To: 'pscreply@psc.state.fl.us'  
Subject: HOMEFINDERS, CAT #422818T

In response to letter dated 1-23-02 received from PSC regarding status of ADSL service still showing on the BellSouth CSR. The BellSouth CSR still shows ADSL active on the acct as of today. One of our acct reps, Althelia Byrd actually talked to the customer today, advised the same thing and is faxing him a copy of that CSR. Please get back with BellSouth and see when they anticipate removing this so that we might proceed. This order to convert this customer was entered in our system 11-15-01 and has been on hold all this time because of BellSouth's inability to update their own CSR. If I may be of further assistance, please feel free to contact me.

Thanks,  
Lenny Hall  
407-835-0343

**BellSouth Telecommunications, Inc.**  
**Regulatory Relations**  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301

nancy.sims@bellsouth.com

**Nancy H. Sims**  
Director

850 222 1201  
Fax 850 222 8640

January 30, 2002

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: George Gonzalez - Homefinders, Inc. - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

On November 15, 2001, Purchase Order Number (PON) 0149923V01S01 was sent to BellSouth at 12:41PM and was clarified back to Florida Digital Network on November 19, 2001 at 8:01 AM with the statement that there was ADSL on this service and conversion is not allowed.

On November 20, 2001, at 9:22AM, Ver01 was received from Florida Digital Network to cancel the PON.

On November 27, 2001, Purchase Order Number (PON) 0149923V01S02 was received from Florida Digital Network at 14:42 PM and was clarified back to Florida Digital Network on November 28, 2001 at 12:09 PM with the statement that there was ADSL on this service and conversion is not allowed.

On December 5, 2001, at 4:02PM, Ver01 was received from Florida Digital Network to cancel the PON.

BellSouth requires that ADSL be taken off of telephone numbers to be ported before a PON will be accepted.

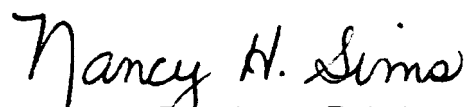
2002 JAN 31 PM 4:58  
DIVISION OF  
COMPETITIVE SERVICES

Ms. Penelope Davis  
January 30, 2002  
Page 2

A BellSouth Representative contacted Mr. Gonzalez today, January 30, 2002 and he advised that he was going to contact a representative with Florida Digital Network and return the call ASAP. Mr. Gonzalez is aware that Florida Digital Network cannot process his local service switch until his FastAccess Service has been disconnected. The customer previously stated that he wanted to keep his FastAccess but is aware that it has to be disconnected temporarily so that Florida Digital Network can transfer his local service. Mr. Gonzalez has not given BellSouth permission to disconnect his FastAccess service at this time. We are waiting for his callback.

We will keep you informed of this process

Yours very truly,

  
Director - Regulatory Relations  
(22)



BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301  
  
nancy.sims@bellsouth.com

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 8640

January 30, 2002

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: George Gonzalez - Homefinders, Inc. - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

On November 15, 2001, Purchase Order Number (PON) 0149923V01S01 was sent to BellSouth at 12:41PM and was clarified back to Florida Digital Network on November 19, 2001 at 8:01 AM with the statement that there was ADSL on this service and conversion is not allowed.

On November 20, 2001, at 9:22AM, Ver01 was received from Florida Digital Network to cancel the PON.

On November 27, 2001, Purchase Order Number (PON) 0149923V01S02 was received from Florida Digital Network at 14:42 PM and was clarified back to Florida Digital Network on November 28, 2001 at 12:09 PM with the statement that there was ADSL on this service and conversion is not allowed.

On December 5, 2001, at 4:02PM, Ver01 was received from Florida Digital Network to cancel the PON.


BellSouth requires that ADSL be taken off of telephone numbers to be ported, before a PON will be accepted.

Ms. Penelope Davis  
January 30, 2002  
Page 2

A BellSouth Representative contacted Mr. Gonzalez today, January 30, 2002 and he advised that he was going to contact a representative with Florida Digital Network and return the call ASAP. Mr. Gonzalez is aware that Florida Digital Network cannot process his local service switch until his FastAccess Service has been disconnected. The customer previously stated that he wanted to keep his FastAccess but is aware that it has to be disconnected temporarily so that Florida Digital Network can transfer his local service. Mr. Gonzalez has not given BellSouth permission to disconnect his FastAccess service at this time. We are waiting for his callback.

We will keep you informed of this process.

Yours very truly,

  
Director - Regulatory Relations  
(22)

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF COMPETITIVE SERVICES  
WALTER D'HAESELEER  
(850) 413-6600

Public Service Commission

January 23, 2002

Ms. Lenny Hall  
Florida Digital Network, Inc.  
390 North Orange Avenue  
Suite 200  
Orlando, FL 32801-1642

Via Facsimile  
(407) 835-0309

RE: CATS: 422818T, Homefinders, Inc., George Gonzalez

Dear Ms. Hall:

Staff received your company's response concerning this complaint. Please send an update as to whether ADSL is still showing up on the customer's records and if the customer has been switched to Florida Digital. Please respond to me no later than February 11, 2002 by fax (850) 413-6519 or Internet mail [pdavis@psc.state.fl.us](mailto:pdavis@psc.state.fl.us). Thank you.

Sincerely,

A handwritten signature in cursive script that reads "Penelope J. Davis".

Penelope J. Davis  
Engineer/ Bureau of Service Quality

File: CATS: 422818T

TRANSMISSION VERIFICATION REPORT

TIME : 01/24/2002 10:45  
NAME :  
FAX :  
TEL :

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

01/24 10:45  
614078250309  
00:00:25  
01  
OK  
STANDARD  
ECM

TRANSMISSION VERIFICATION REPORT

TIME : 01/24/2002 06:45  
NAME :  
FAX :  
TEL :

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

01/24 06:45  
614078350309  
00:00:00  
00  
BUSY  
STANDARD

BUSY: BUSY/NO RESPONSE



## Penny Davis

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From: Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
Sent: Thursday, January 17, 2002 2:31 PM  
To: Penny Davis (E-mail)  
Subject: FW: Homefinders, Inc. - George Gonzalez CATS 422818T

Penny

Please disregard the email I sent to you this morning regarding Homefinders. My folks were confused. The complaint was for Homebuilders. Please just delete my email.

Thanks,

Tanya Lynn  
Manager-Regulatory  
150 South Monroe Street  
Tallahassee, FL 32301  
work - (850)224-5250  
fax - (850)222-8640  
ipager: tanyalynn@imcingular.com

> -----Original Message-----

> From: Lynn, Tanya W  
> Sent: Thursday, January 17, 2002 11:38 AM  
> To: Penny Davis (E-mail)  
> Subject: Homefinders, Inc. - George Gonzalez CATS 422818T

> Penny:

> My Complaint Bureau received an email from Randy on this same complaint and it confuses them to get questions from different departments on the same person. Pat was going to advise Randy to go through you since you are handling this complaint.

> Thanks,

> Tanya Lynn  
> Manager-Regulatory  
> 150 South Monroe Street  
> Tallahassee, FL 32301  
> work - (850)224-5250  
> fax - (850)222-8640  
> ipager: tanyalynn@imcingular.com

## Penny Davis

---

**From:** Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
**Sent:** Thursday, January 17, 2002 11:38 AM  
**To:** Penny Davis (E-mail)  
**Subject:** Homefinders, Inc. - George Gonzalez CATS 422818T

Penny:

My Complaint Bureau received an email from Randy on this same complaint and it confuses them to get questions from different departments on the same person. Pat was going to advise Randy to go through you since you are handling this complaint.

Thanks,

Tanya Lynn  
Manager-Regulatory  
150 South Monroe Street  
Tallahassee, FL 32301  
work - (850)224-5250  
fax - (850)222-8640  
ipager: tanyalynn@imcingular.com

## Penny Davis

---

From: Penny Davis  
Sent: Wednesday, January 16, 2002 9:52 AM  
To: 'Tanya.Lynn@bellsouth.com'  
Subject: CATS: 422818T, Homefinders, Inc. George Gonzalez

Ms Lynn

Concerning this complaint, Florida Digital sent BellSouth the following PONs number 0149923V01S01 and 0149923V01S02. As of January 8, 2002, ADSL was still showing up on the customer's line. Please investigate this situation and respond to me no later than January 30, 2002. Thank you.

Penelope J. Davis  
Engineer  
Bureau Of Service Quality  
Division of Competitive Markets & Enforcement  
Florida Public Service Commission  
(850) 413-6518  
(850) 413-6519 fax  
pdavis@psc.state.fl.us

## Penny Davis

---

**From:** Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
**Sent:** Wednesday, January 16, 2002 9:52 AM  
**To:** Penny Davis  
**Subject:** Out of Office AutoReply: CATS: 422818T, Homefinders, Inc. George Gonzalez

I will be out of the office from Monday afternoon January 14th until Thursday AM January 17th. I will be at a Regulatory conference and I can be reached on my cellphone (850)591-6010. My pager will not work at the conference location. The fax number at the conference is (904)261-9064. Thank you.

Tanya Lynn

Penny Davis

---

From: Postmaster@blsmgspam2.bls.com  
Sent: Wednesday, January 16, 2002 9:52 AM  
To: PDavis@PSC.STATE.FL.US  
Subject: Delivery confirmation

ATT11080.TXT

ATT11081.TXT

Status of your message sent to the following recipients:

Tanya.Lynn@bellsouth.com: relayed

Penny Davis

---

From: System Administrator [postmaster@BellSouth.com]  
Sent: Wednesday, January 16, 2002 9:52 AM  
To: PDavis@PSC.STATE.FL.US  
Subject: Delivered: CATS: 422818T, Homefinders, Inc. George Gonzalez

CATS: 422818T,  
Homefinders, Inc.

<<CATS: 422818T, Homefinders, Inc. George Gonzalez>> Your message

To: 'Tanya.Lynn@bellsouth.com'  
Subject: CATS: 422818T, Homefinders, Inc. George Gonzalez  
Sent: Wed, 16 Jan 2002 09:52:17 -0500

was delivered to the following recipient(s):

Lynn, Tanya W on Wed, 16 Jan 2002 09:52:25 -0500  
MSEXCH:MSExchangeMTA:BLS01:BLMSGPRV11

BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301

nancy.sims@bellsouth.com

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 8640

January 14, 2002

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: George Gonzalez - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in final response to our interim letter of December 31, 2001, regarding Florida Digital Network on behalf of Homefinders. The customer never responded to the "call me" letter sent by Ms. Cooksey with BellSouth.net. We will surmise that the customer is not interested in discussing the matter.

If you have any further questions, please do not hesitate to call

Yours very truly,

  
Director - Regulatory Relations  
(28)

2002 JAN 14 PM 2:22  
DIVISION OF  
COMPETITIVE SERVICES



BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301

nancy.sims@bellsouth.com

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 8840

January 14, 2002

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: George Gonzalez - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in final response to our interim letter of December 31, 2001, regarding Florida Digital Network on behalf of Homefinders. The customer never responded to the "call me" letter sent by Ms. Cooksey with BellSouth.net. We will surmise that the customer is not interested in discussing the matter.

If you have any further questions, please do not hesitate to call.

Yours very truly,

A handwritten signature in cursive script that reads "Nancy H. Sims".  
Director - Regulatory Relations  
(2)



## Penny Davis

---

From: Angie Hashisho  
Sent: Wednesday, January 09, 2002 3:54 PM  
To: Penny Davis  
Subject: FW: Home Finders CAT 422818T

HOMEFINDERS FOR

CAT 422818T.doc...

Company response for you.

Angie

-----Original Message-----

From: Lenny Hall [mailto:lhall@floridadigital.net]  
Sent: Wednesday, January 09, 2002 3:14 PM  
To: 'pscreply@psc.state.fl.us'  
Subject: Home Finders CAT 422818T

We currently have an order pending in our system. It was created on 11-15-01. We sent the LSR 4 times before finally canceling it because we were clarified about the ADSL. Our PONS sent to BellSouth were:

0149923V01S01

0149923V01S02

Here are the notes from the order.

<<HOMEFINDERS FOR CAT 422818T.doc>>

.Thanks,  
Lenny Hall  
407-835-0343

NOTES FROM ACCT HOMEFINDERS FOR CAT 422818T

11:53AM 11/15/01 - ihernandez - SALES - OCD

- George Gonzalez Cell phone is 954-295-9600

- No SWITCH AS IS. Partial port due to ADSL on 954-735-5002 Fax number. He is keeping it will BELL. There is a ADSL USOC on the BTN but there is no ADSL on that line. Waiver signed.

12:25PM 11/15/01 - abvrd2 - ANY - ANY

\*\*\*\*\*ATTENTION PROVISIONING THIS IS A PARTIAL PORT CUSTOMER IS LEAVING TN#305-735-5002 WITH BELL PLEASE DO NOT PORT THIS LINE

06:04PM 11/19/01 - abvrd2 - ANY - ANY

Shelly,

This order is now fof pending for DSL being present on the order. please advise. It is a partial port leaving DSL # with Bell.

09:20AM 11/20/01 - stugrul - ANY - ANY

-----Original Message-----

From: Shelly Tugrul

Sent: Tuesday, November 20, 2001 9:19 AM

To: Althelia Byrd

Subject: RE: Home Finders--149923

I just checked LENS again and looks like Bell is showing ADSL on 2 lines. TN 9547355002 has ADSL, which is the leave behind number ....AND

TN 9547355000, the BTN, is showing ADSL. 1 ADL11 ADSL Virtual Circuit with Data Rates up to 1.5 Mbps Downstream and up to 256 Kbps Upstream, Provisioning Only

/TN 954 735-5000

/RCID 60.HFGJ.752603..SB

/VPI 13, VCI 353

/RVPI 8, RVCI 35

/WW 954 V16-4808/SED 03-08-01

/ZSER 6110000052

/RATE NR

TN 9547355002 was entered on the order as area code 305. I will correct this. Please have the customer contact Bell about ADSL on the BTN. Please get a copy of the bill if possible

09:22AM 11/20/01 - stugrul - JEP - BINFO4

ADSL exists on the customer's BTN per LENS. Please refer to note below.

09:23AM 11/20/01 - stugrul - JEP - NEWLSR

will archive order to make correction on the leave behind TN.

02:34PM 11/27/01 - abyrd2 - UNJEP - BINFO4

per customer Bell has corrected the CSR

04:01PM 12/05/01 - stugrul - JEP - BINFO4

order clarified by Bell for ADSL issue. Per CSR in LENS, ADSL is present on the customer's BTN. forwarding to Sales to inform customer of this matter.

04:04PM 12/05/01 - stugrul - ANY - ANY

1 ADL11 ADSL Virtual Circuit with Data Rates up to 1.5 Mbps Downstream and up to 256 Kbps Upstream, Provisioning Only

/TN 954 735-5000

/RCID 60.HFGJ.752603..SB

/VPI 13, VCI 353

/RVPI 8, RVCI 35

/WW 954 V16-4808/SED 03-08-01

/ZSER 6110000052

/RATE NR

also present on the fax line 954.735.5002

04:05PM 12/05/01 - stugrul - UNJEP - NEWLSR

LSR archived until the ADSL issue can be resolved.

07:46AM 01/08/02 - lkelly - ANY - ANY

I just pulled the CSR in LENS and the ADSL is still showing on the BTN 954 735 5000.

STATE OF FLORIDA



PUBLIC SERVICE COMMISSION

2540 Shumard Oak Boulevard  
CAPITAL CIRCLE OFFICE CENTER  
TALLAHASSEE, FLORIDA 32399-0850

FACSIMILE TRANSMITTAL COVER SHEET

DATE 01/07/02 TIME SUBMITTED: 10 : 30 A .m

TO LENNY HALL TITLE: \_\_\_\_\_

OFFICE/BUSINESS: FLORIDA DIGITAL NETWORK, INC.

TELEPHONE NO: (407) 835-0343 FAX NO (407) 835-0309

FROM: PENELOPE J. DAVIS

OFFICE/DIVISION: DIVISION OF COMPETITIVE SERVICES/ BUREAU OF SERVICE QUALITY

TELEPHONE NO (850) 413-6518 FAX NO: (850) 413-6519

COMMENTS: \_\_\_\_\_

My apologies. Mr. Hernandez was the person of called in the complaint on  
behalf of the customer. Next this happens, I'll just let you handle it. Again,  
my apologies.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

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DATE: TIME  
FAX NO./NAME  
DURATION  
PAGE(s)  
RESULT  
MODE

6148 50309  
01  
20  
ST-140-127  
EN

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## Penny Davis

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From: Lenny Hall [lhall@floridadigital.net]  
Sent: Monday, January 07, 2002 9:40 AM  
To: 'pdavis@psc.state.fl.us'  
Subject: FW: Homefinders, Inc., George Gonzalez, CATS: 422818T

Hi Penny, please do not send requests for info on PSC complaints to anyone other than myself. As you can see my this email chain, it went round and round. I am the sole person here at FDN responsible to handle PSC complaints and when you send an email like this it just confuses everyone. If I am out of the ofc, then please send your request to Matt Feil. He is our legal council and the only other person here at FDN that has any knowledge of the PSc.

I do not show receipt of this CAT and show that there are multiple locations for customer name of "HomeFinders". Please email me the CAT and I will review. I just returned to the ofc today (from vacation and will try to get to all PSC complaints by end of week)

Thanks,  
Lenny Hall  
Mgr-PSC Complains/T1 Installations  
Florida Digital Network  
407-835-0343

-----Original Message-----

From: Celin Linares  
Sent: Wednesday, January 02, 2002 9:31 AM  
To: Lenny Hall  
Cc: Althelia Byrd; Juan Hernandez; Ruben Rios  
Subject: FW: Homefinders, Inc., George Gonzalez, CATS: 422818T

Hey, Lenny  
Can you take care of this for us, please?

Thanks

Celin Linares  
Senior Voice Engineer  
Miami  
305-468-1047

-----Original Message-----

From: Lisa Kelly  
Sent: Wednesday, January 02, 2002 9:27 AM  
To: Celin Linares  
Subject: RE: Homefinders, Inc., George Gonzalez, CATS: 422818T

Lenny handles PSC complaints.

-----Original Message-----

From: Celin Linares  
Sent: Wednesday, January 02, 2002 9:22 AM  
To: Juan Hernandez  
Cc: Ruben Rios; Lisa Kelly; Althelia Byrd  
Subject: RE: Homefinders, Inc., George Gonzalez, CATS:  
422818T

Juany

Since this is from someone from the PSC, it needs to go to the appropriate people, it never should have come to you directly. I believe

that Lisa Kelly is the one handling this type of request      have gone ahead  
and copied her on this email.

Lisa.

If you are not the one that handles PSC complaints, could you please  
let us know who is, so that we can send this type of request to the right  
person?

Thanks

Celin Linares  
Senior Voice Engineer  
Miami  
305-468-1047

-----Original Message-----

From: Juan Hernandez  
Sent: Wednesday, January 02, 2002 9:17 AM  
To: Althelia Byrd  
Cc: Celin Linares  
Subject: FW: Homefinders, Inc., George Gonzalez,

CATS: 422818T

I don't know what she means.. Rio#149923  
Juany

-----Original Message-----

From: Penny Davis [mailto:PDavis@PSC.STATE.FL.US]  
<mailto:[mailto:PDavis@PSC.STATE.FL.US]>  
Sent: Monday, December 31, 2001 2:19 AM  
To: 'jhernandez@floridadigital.net'  
Subject: Homefinders, Inc., George Gonzalez, CATS: 422818T

Mr. Hernandez,

Has the customer been ported to Florida Digital?

Please provide the  
PONs, order numbers or circuit IDs to me no later than  
January 9, 2002 by  
fax or Internet mail. Thank you.

Penelope J. Davis  
Engineer  
Bureau Of Service Quality  
Division of Competitive Services  
Florida Public Service Commission  
(850) 413-6518  
(850) 413-6519 fax  
pdavis@psc.state.fl.us <mailto:pdavis@psc.state.fl.us>



BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301

nancy.sims@bellsouth.com

December 31, 2001

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 8840

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: Complaint George Gonzalez - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

In response to your inquiry of December 6, 2001, following is an interim response for Florida Digital Network on behalf of Homefinders.

We have no record of receiving a PON from Florida Digital Network for this customer. Further, since the customer has BellSouth.net ADSL service, the ADSL service would have to be cancelled by the customer before the service can be switched to Florida Digital. BellSouth has no record that the customer ever called to cancel the ADSL service.

On December 26, 2001, Ms. Valerie Cooksey with BellSouth.net left a message for the customer to call. On December 28, 2001 not having heard back from the customer, Valerie sent the customer a call me letter.

A further response will be provided by 1-31.

Yours very truly,

*Nancy H. Sims*  
Director - Regulatory Relations  
(2/2)

12/31 12:00  
BELLSC

BellSouth Telecommunications, Inc.  
Regulatory Relations  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301

Nancy H. Sims  
Director

850 222 1201  
Fax 850 222 8640

nancy.sims@bellsouth.com  
December 31, 2001

Ms. Penelope J. Davis  
Engineer II  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

INVOICES

RE: Complaint George Gonzalez - CATS 422818T

Dear Ms. Davis:

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

In response to your inquiry of December 6, 2001, following is an interim response for Florida Digital Network on behalf of Homefinders.

We have no record of receiving a PON from Florida Digital Network for this customer. Further, since the customer has BellSouth.net ADSL service, the ADSL service would have to be cancelled by the customer before the service can be switched to Florida Digital. BellSouth has no record that the customer ever called to cancel the ADSL service.

On December 26, 2001, Ms. Valerie Cooksey with BellSouth.net left a message for the customer to call. On December 28, 2001 not having heard back from the customer, Valerie sent the customer a call me letter.

A further response will be provided by 1-31

Yours very truly,

*Nancy H. Sims*

Director - Regulatory Relations  
(22)



## Penny Davis

---

**From:** Penny Davis  
**Sent:** Monday, December 31, 2001 9:19 AM  
**To:** 'jhernandez@floridadigital.net'  
**Subject:** Homefinders, Inc., George Gonzalez, CATS: 422818T

Mr Hernandez,

Has the customer been ported to Florida Digital? Please provide the PONs, order numbers or circuit IDs to me no later than January 9, 2002 by fax or Internet mail. Thank you.

Penelope J. Davis  
Engineer  
Bureau Of Service Quality  
Division of Competitive Services  
Florida Public Service Commission  
(850) 413-6518  
(850) 413-6519 fax  
pdavis@psc.state.fl.us

## Penny Davis

---

**From:** System Administrator [postmaster@floridadigital.net]  
**Sent:** Monday, December 31, 2001 9:19 AM  
**To:** PDavis@PSC.STATE.FL.US  
**Subject:** Delivered: Homefinders, Inc., George Gonzalez, CATS: 422818T

Homefinders, Inc.,

George Gonz... <<Homefinders, Inc., George Gonzalez, CATS: 422818T>> Your message

**To:** 'jhernandez@floridadigital.net'  
**Subject** Homefinders, Inc., George Gonzalez, CATS 422818T  
**Sent:** Mon, 31 Dec 2001 09:18:35 -0500

was delivered to the following recipient(s)

Juan Hernandez on Mon, 31 Dec 2001 09:18:47 -0500

## Penny Davis

---

**From:** Penny Davis  
**Sent:** Thursday, December 13, 2001 10:27 AM  
**To:** 'jhernandez@floridadigital.net'  
**Subject:** Homefinders, Inc., George Gonzalez, CATS: 422818T

Mr. Hernandez,

Has the customer been ported to Florida Digital? If not, please provide the PONs, order numbers or circuit IDs so that we can ask BellSouth the status. Thank you so much.

Penelope J. Davis  
Engineer  
Bureau Of Service Quality  
Division of Competitive Services  
Florida Public Service Commission  
(850) 413-6518  
(850) 413-6519 fax  
pdavis@psc.state.fl.us

## Penny Davis

---

From: Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
Sent: Wednesday, December 12, 2001 10:19 AM  
To: PDavis@PSC.STATE.FL.US  
Subject: FW: George Gonzalez - Homefinders,Inc. CATS 422818T

Penn

I will be out of the office until Monday - we can't investigate this until we have PONS, order numbers or circuit ids to find these folks in our system. Time is ticking by on the due date.

Thanks  
Tanya

-----Original Message-----

From: Lynn, Tanya W  
Sent: Thursday, December 06, 2001 4:37 PM  
To: 'PDavis@PSC.STATE.FL.US'  
Subject: George Gonzalez - Homefinders,Inc. CATS 422818T

Penny:

> We need PONS or order numbers in order to investigate this complaint. We cannot find it in our system without them.

> Thank you.  
>  
> Tanya

Penny Davis

---

From: Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
Sent: Wednesday, December 12, 2001 10:19 AM  
To: PDavis@PSC.STATE.FL.US  
Subject: FW: George Gonzalez - Homefinders, Inc. CATS 422818T

Penny:

I will be out of the office until Monday - we can't investigate this until we have PONS, order numbers or circuit ids to find these folks in our system. Time is ticking by on the due date.

Thanks,  
Tanya

> -----Original Message-----

> From: Lynn, Tanya W  
> Sent: Thursday, December 06, 2001 4:37 PM  
> To: 'PDavis@PSC.STATE.FL.US'  
> Subject: George Gonzalez - Homefinders, Inc. CATS 422818T

>  
> Penny:

> We need PONS or order numbers in order to investigate this complaint. We cannot find it in our system without them.

>  
> Thank you.  
>  
> Tanya

STS - original long distance

BellSouth - local

Should be with Florida Digital

## Penny Davis

---

From: Juan Hernandez [jhernandez@floridadigital.net]  
Sent: Thursday, December 06, 2001 4:39 PM  
To: 'Penny Davis'  
Subject: RE: Homefinders account (954) 735-5000

Thank you very much  
Juany

-----Original Message-----

From: Penny Davis [mailto:PDavis@PSC.STATE.FL.US]  
Sent: Thursday, December 06, 2001 6:10 AM  
To: 'Juan Hernandez'  
Subject: RE: Homefinders account (954) 735-5000

No, you do not have to call again. I will file the complaint and send it to them today.

-----Original Message-----

From: Juan Hernandez [mailto:jhernandez@floridadigital.net]  
Sent: Thursday, December 06, 2001 12:14 PM  
To: 'Penny Davis'  
Subject: RE: Homefinders account (954) 735-5000

Yes, we talked to BellSouth.  
And Nothing... If you want I will call again, they just give me the run around and transfer me from department to department.  
juany...

-----Original Message-----

From: Penny Davis [mailto:PDavis@PSC.STATE.FL.US]  
Sent: Thursday, December 06, 2001 4:00 AM  
To: 'Juan Hernandez'  
Subject: RE: Homefinders account (954) 735-5000

Did you talk to BellSouth? Do you want me to go ahead and file the complaint?

-----Original Message-----

From: Juan Hernandez [mailto:jhernandez@floridadigital.net]  
Sent: Wednesday, December 05, 2001 4:41 PM  
To: 'pdavis@psc.state.fl.us'  
Cc: Shelly Tugrul; Ruben Rios; Althelia Byrd  
Subject: Homefinders account (954) 735-5000

### Account

Homefinders, Inc. George Gonzalez (Owner)  
Main Number 954-735-5000 other contact number is 305-944-1920  
Address: 2176 West Oakland Park Blvd  
Ft. Lauderdale, FL 33311

My name is Juan Hernandez, I am an account executive with Florida Digital Network. I recently signed the above account in July of this year.

He has 10 lines currently and is partially porting over 9 lines to FDN. After 3 months of numerous calls and faxed letters in finally lifting the local freeze on his account. Now they have put an ADSL USOC on the Customer Service Record on the Main Telephone Number thus not letting us port them to

FDN. They have ADSL on the fax line but not on the main line (954) 735-5002. We have tried numerous occasions to lift the ADL11 USOC of the main line (954) 735-5000 and to no avail.

Customer wishes to file a complaint with Bell to take off the USOC ADL11 from their BellSouth Customer Service Record (CSR) on the main telephone number and that way they can be ported over to FDN.

Let me know if there's anything else we can do. By the way this account was scheduled to port over today, Dec. 5th.

Also, if there is other types of shortcuts to solve this issue let me know because I have about 5 other accounts pending the same matter and so do my colleagues.

Thanks again.

Juan Hernandez

Account Executive, Florida Digital Network

Penny Davis

---

From: Lynn, Tanya W [Tanya.Lynn@bellsouth.com]  
Sent: Thursday, December 06, 2001 4:37 PM  
To: PDavis@PSC.STATE.FL.US  
Subject: George Gonzalez - Homefinders, Inc. CATS 422818T

Penny:

We need PONS or order numbers in order to investigate this complaint. We cannot find it in our system without them.

Thank you.

Tanya



STATE OF FLORIDA



PUBLIC SERVICE COMMISSION

2540 Shumard Oak Boulevard  
CAPITAL CIRCLE OFFICE CENTER  
TALLAHASSEE, FLORIDA 32399-0850

FACSIMILE TRANSMITTAL COVER SHEET

DATE 12/06/01

TIME SUBMITTED 03 23 P m

TO: NANCY SIMS TITLE: DIRECTOR- REGULATORY RELATIONS

OFFICE/BUSINESS BELLSOUTH TELECOMMUNICATIONS, INC.

TELEPHONE NO: (850) 222-1201 FAX NO: (850) 222-8640

FROM: PENELOPE J. DAVIS

OFFICE/DIVISION: DIVISION OF COMPETITIVE SERVICES/ BUREAU OF SERVICE QUALITY

TELEPHONE NO (850) 413-6518 FAX NO (850) 413-6519

COMMENTS: \_\_\_\_\_

Please respond by December 21, 2001 to me by fax or Internet mail  
pdavis@psc.state.fl.us.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET 2

write to the  
magistrate clerk,  
Belle VINE's and Mrs.  
1041.

is it  
able  
to  
do?

is able?

12/06 15:27  
92228640  
00:00:57  
02  
OK  
STANDARD  
EC4

## Penny Davis

---

From: Juan Hernandez [jhernandez@floridadigital.net]  
Sent: Thursday, December 06, 2001 12:14 PM  
To: 'Penny Davis'  
Subject: RE: Homefinders account (954) 735-5000

Yes, we talked to BellSouth.  
And Nothing... If you want I will call again, they just give me the run  
around and transfer me from department to department.  
juany...

-----Original Message-----

From: Penny Davis [mailto:PDavis@PSC.STATE.FL.US]  
Sent: Thursday, December 06, 2001 4:00 AM  
To: 'Juan Hernandez'  
Subject: RE: Homefinders account (954) 735-5000

Did you talk to BellSouth? Do you want me to go ahead and file the  
complaint?

-----Original Message-----

From: Juan Hernandez [mailto:jhernandez@floridadigital.net]  
Sent: Wednesday, December 05, 2001 4:41 PM  
To: 'pdavis@psc.state.fl.us'  
Cc: Shelly Tugrul; Ruben Rios; Althelia Byrd  
Subject: Homefinders account (954) 735-5000

### Account

Homefinders, Inc. George Gonzalez (Owner)  
Main Number 954-735-5000 other contact number is 305-944-1920  
Address: 2176 West Oakland Park Blvd  
Ft. Lauderdale, FL 33311

My name is Juan Hernandez, I am an account executive with Florida Digital  
Network. I recently signed the above account in July of this year.

He has 10 lines currently and is partially porting over 9 lines to FDN.  
After 3 months of numerous calls and faxed letters in finally lifting the  
local freeze on his account. Now they have put an ADSL USOC on the Customer  
Service Record on the Main Telephone Number thus not letting us port them to  
FDN. They have ADSL on the fax line but not on the main line (954)  
735-5002. We have tried numerous occasions to lift the ADL11 USOC of the  
main line (954) 735-5000 and to no avail.

Customer wishes to file a complaint with Bell to take off the USOC ADL11  
from their BellSouth Customer Service Record (CSR) on the main telephone  
number and that way they can be ported over to FDN.

Let me know if there's anything else we can do. By the way this account was  
scheduled to port over today, Dec. 5th.

Also, if there is other types of shortcuts to solve this issue let me know  
because I have about 5 other accounts pending the same matter and so do my  
colleagues.

Thanks again.  
Juan Hernandez  
Account Executive, Florida Digital Network